

SC DMH Client Advocacy Report December 2013

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	18	131
Harris	6	131
Morris Village	1	54
Hall	0	45
Tucker	0	11
Forensics (GEO & Bldg. 1)	11	232
Mental Health Centers	19	389
Total	55	993

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	97	1230
Information, Referral & Other Assistance ¹	10	141

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	72	16	40	9	128
2) Admission & Discharge	93	63	30	18	186
3) Information & Advocacy	23	28	13	3	64
4) Physical Environment	17	10	3	2	30
5) Inpatient Rights	141	123	1	16	265
6) Personal Property & Money	48	38	29	4	115
7) Confidentiality & Consent	12	9	32	3	53
8) Treatment	65	29	271	19	365
9) Other Rights Issues	11	11	61	2	83
Total⁵	482	327	480	76	1289

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	9	9		3	18
b. Excessive Restraint, Seclusion & PRNs	5			1	5
c. Sexual Abuse		2	1		3
d. Verbal Abuse or Violations of Dignity	46	3	35	4	84
e. Neglect	12	1	2	1	15
f. Financial Exploitation		1	2		3
2) Admission & Discharge					
a. Discharge (when)	41	30	2	7	73
b. Community Placement (where)	34	12	5	3	51
c. Periodic Court Review	8	5		2	13
d. Questions, Education & Other	10	16	23	6	49
3) Information & Advocacy					
a. Access to Advocacy	9	14	9	1	32
b. Access to Legal Resources	8	9		1	17
c. Questions, Education & Other	6	5	4	1	15
4) Physical Environment					
a. Food Quality & Quantity	7	4	1	1	12
b. Linens, Clothes & Toiletries	2	4			6
c. Disrepair of Physical Plant	6	1	2	1	9
d. Cleanliness of Facilities	2	1			3
5) Inpatient Rights					
a. Privacy	8	2			10
b. Safety	11	15		1	26
c. Freedom, Privileges & Fairness	58	45		8	103
d. Communication	24	38		3	62
e. Health Care	40	23	1	4	64
6) Personal Property & Money					
a. Property	18	23		2	41
b. Money, Entitlements, Rep. Payee	20	11	7	1	38
c. Billing Issues	7		19	1	26
d. Other Non-DMH Issues	3	4	3		10
7) Confidentiality & Consent					
a. Access to Records & Information	4	7	25	3	36
b. Breach of Confidentiality	5	1	4		10
c. Issues of Consent, Confidentiality, etc.	3	1	3		7
8) Treatment					
a. Eligibility for Services	3	3	51	3	57
b. Accessibility to Staff & Treatment	12	3	85	2	100
c. Individualized, Client-Driven	40	16	128	14	188
d. Right to Refuse Treatment	10	7	7		20
9) Other Rights Issues					
a. Work, Compensation & Education	1	6			7
b. Religion	3				3
c. Sexuality, Birth Control, Marriage, etc.	2		2		4
d. Voting					
e. Housing	2	3	34	2	36
f. Legal assistance for Non-DMH issues	3	2	25		33

